



# Charles Lea Center

*-Enhancing Lives, Encouraging Dreams-*



# CLC's Mission

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It is the Charles Lea Center's **mission** to be the organization committed to supporting individuals with disabilities so that they may be part of the **communities** where they **live, work, and play.**



# CLC's Core Values

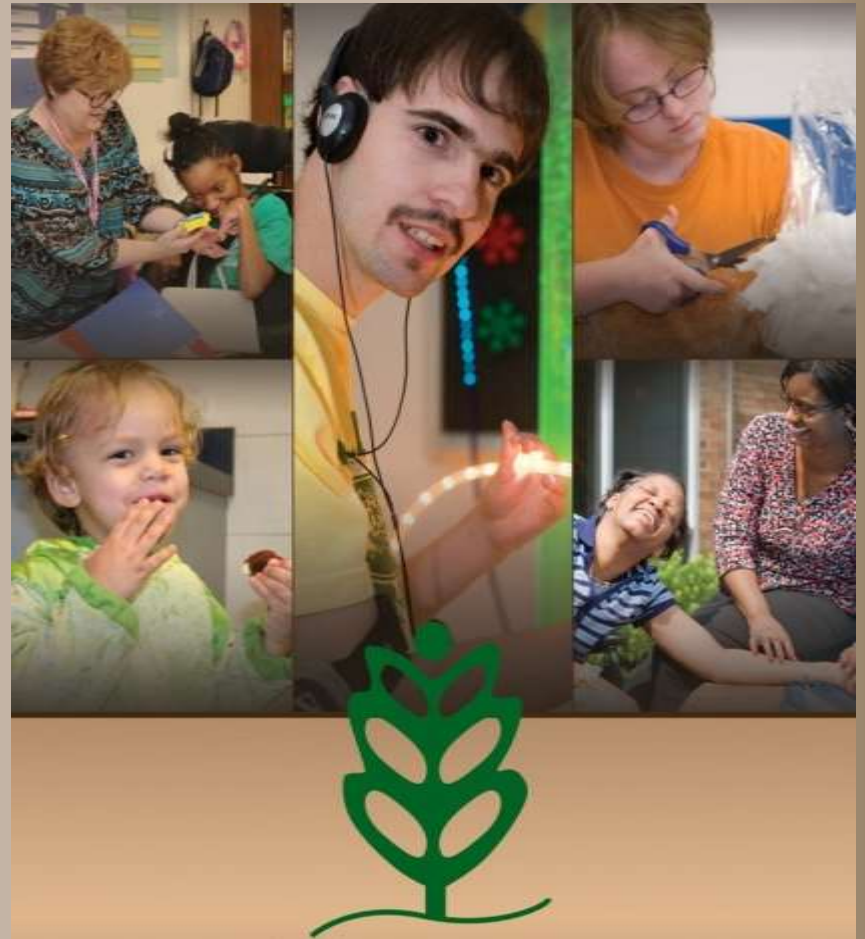
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- *Respect*
- *Integrity*
- *People*
- *Quality Services*
- *Teamwork*
- *Creativity*
- *Compassion*
- *Excellence*



# Some Statistics

- 1,600 individuals served
- 530 employees
- \$35 million operating budget
- 60+ locations



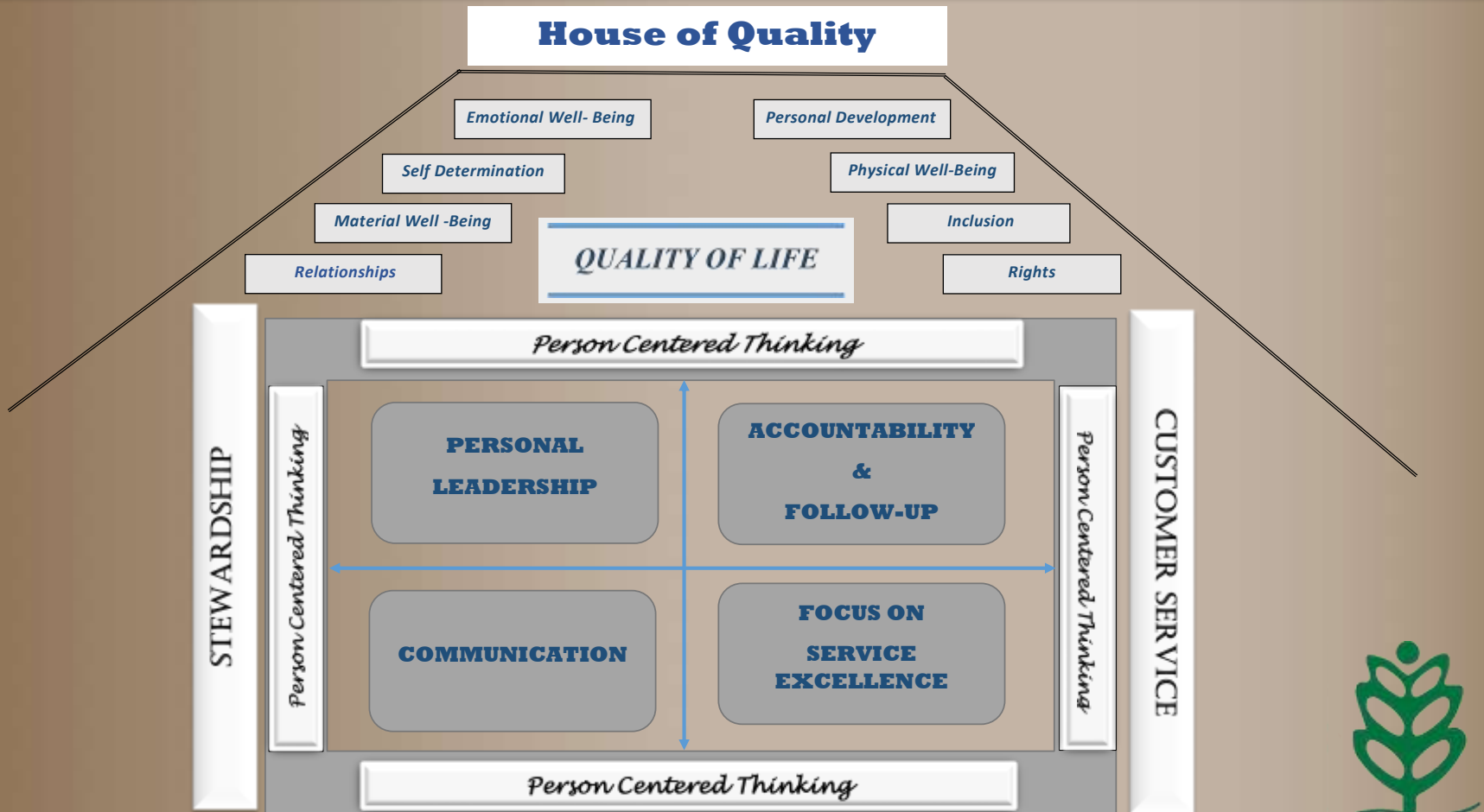
# Core Services

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- Residential Supports
- Day Services
- Employment
- Clinical Services (Behavioral Supports)
- Respite
- Service Coordination
- Early Intervention
- Health & Wellness
- In-Home Services (PCA)



# Quality Matric



# STEP Program

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## SUPPORTING TRANSITIONS EQUIPPING PEOPLE



# Technology is new and takes time to get familiar with it





# Resistance



# Fear of Being Replaced



# Technology does not replace what you are do



Introducing the Core Concept:

**IMPORTANT TO**

**AND**

**IMPORTANT FOR**

**AND**

**THE BALANCE BETWEEN THEM**



# Health & Safety Dictate Lifestyle





# All Choice No Responsibility

Important  
For

Important  
To

- People
- Status & Control
- Things To Do
- Routines
- Places To Go
- Thing To Have

# Balance

Important  
For

- Health & Safety
- Being Valued

Important  
To

- People
- Status & Control
- Things To Do/ Places To Go
- Routines
- Pace of Life
- Things To Have

# Questions to Consider Before Embarking On This Journey

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- How will the technology support your Mission?
- Do you have a strong culture that supports “Person Centered Thinking”?
- Do you have a process for getting buy in by key stakeholder?
  - Board
  - Individuals served, Guardians
  - Funding Sources
  - Employees
- Who are your partners going to be?





# Change in Culture

## Person Centered

All  
Employee

Customer  
Service

### Culture of Innovation

Learn from  
others

Success is  
a must

### Driven by the Individual

Individual directs  
the process

Individual Choice

# Tangible Changes

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- Getting the right people to lead the process:
  - Cheerleaders
- Policy and Procedures
  - Language, values, how you do things!
- Education
  - Learn, learn, learn
- Strategic Planning



# Three 's to consider

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## **Quality of Life**

Individuals have more control over their lives and have more choices about how they choose to live.

## **Quality Assurance**

Dashboard provides instant visual documentation of events and activities.

## **Quality Care**

Response time, accurate information, more quality time spent with the individual. Supporting people only when they really need and want you.



# Why Technology

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- Empowers Independence
- Monitor daily routine and activities
- Allows staff/caregiver to be proactive
- Allows individuals to have greater control over services
- Cost effective
- Proactive about safety and health
- Gives peace of mind



# Need a Toolbox

Teamwork

Employee Competencies

Person Centered Thinking

Champions

Transition Planning

Assessments

Communication

Training / Skill Development

**Technology**

Partners

Marketing



# Why Develop Transitional Services?

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- We were not meeting the outcomes for people we served.
- We were over serving people.
- We desired to reduce the waiting list in our community for services.
- It's the right thing to do.
- We could reallocate resources to serve more people
- Efficient use of Direct Support Professionals



# Assistive Support Technology



# Types of Support Technology



- Medication dispensers
- Ring Video Doorbell
- Telehealth & wellness products
- Automatic door openers
- Prompts and task analysis.
- **Tablets & environmental controls**
- **Personal emergency response systems (PERS)**
- **Wireless sensor systems**



# Common Applications

- Night time activity and sleep patterns
- Access to medications, health monitoring (Telehealth)
- Toileting frequency, incontinence, bathing frequency
- Cook and eating habits, use of appliances
- Nightly Monitoring
- Adjusting temperature
- Inactivity, wandering, falling, egress
- Ability to page staff support
- Speak directly to staff using phones
- Trends in behavior
- Environmental controls



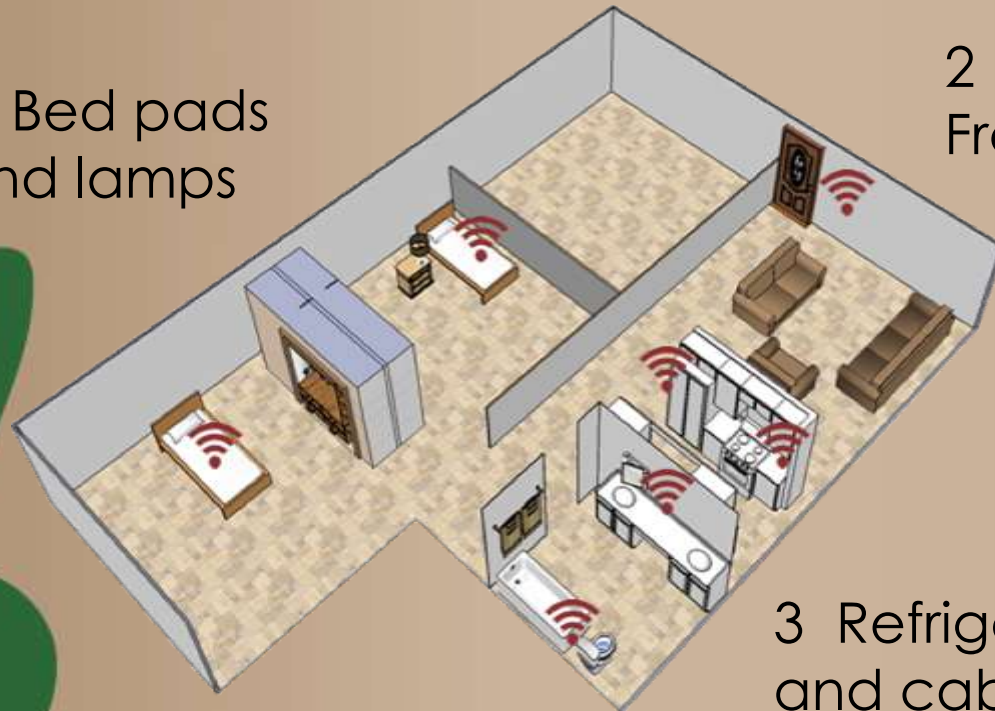
# Typical Floorplan

1 Bed pads  
and lamps

2 Motion and  
Front Door

3 Refrigerator, stove  
and cabinets

4 Medicine cabinet  
and water sensor



# Other Benefits

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- **Potential Savings**
  - Increase Pay for DSP?
- **Staffing levels**
  - Less staffing needs, less challenges in filling vacant positions
- **New Services**
- **Serve More People (no additional cost)**
- **Quality of life – Greater control over one's environment**



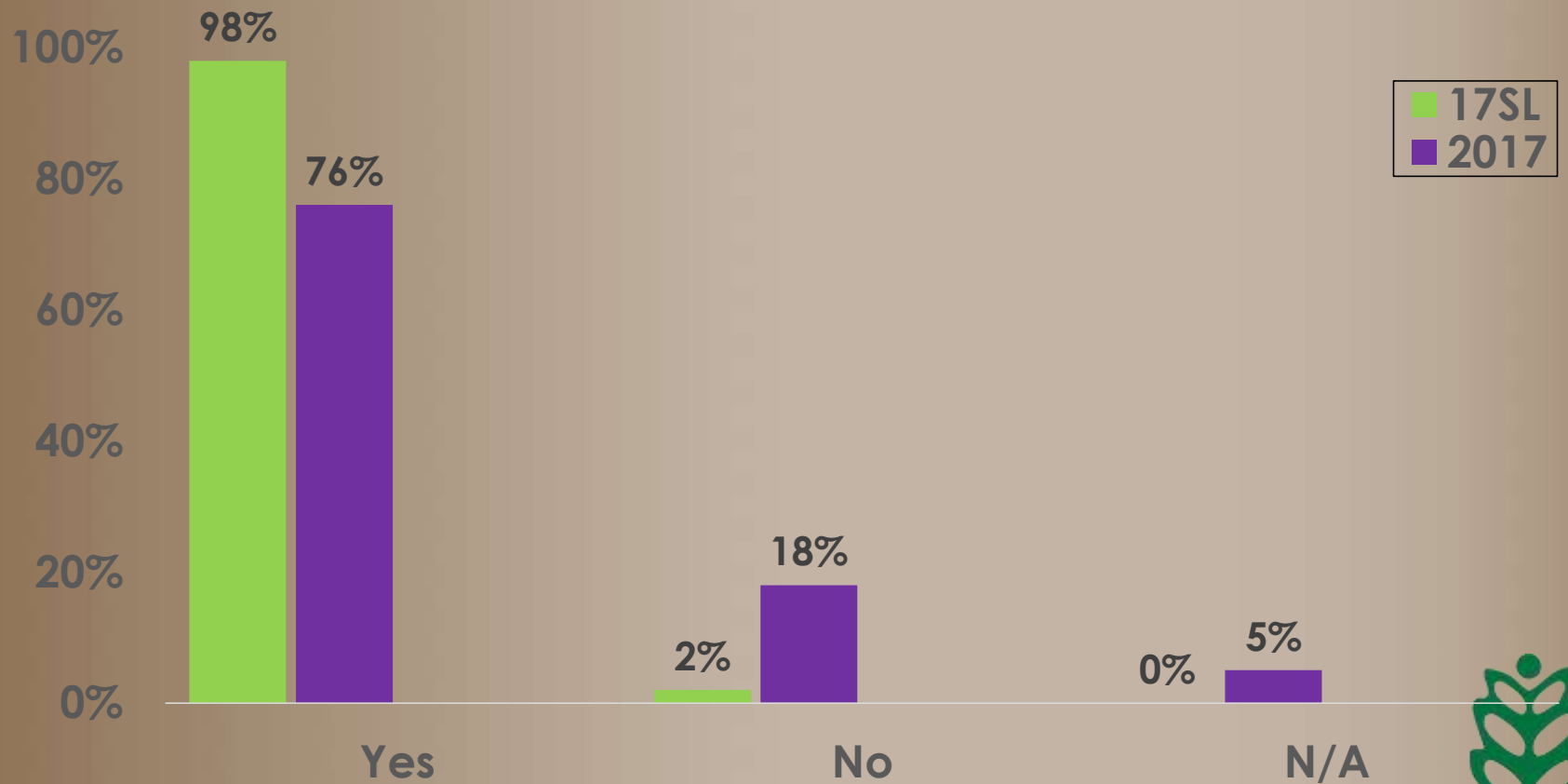
# Meet Anthony



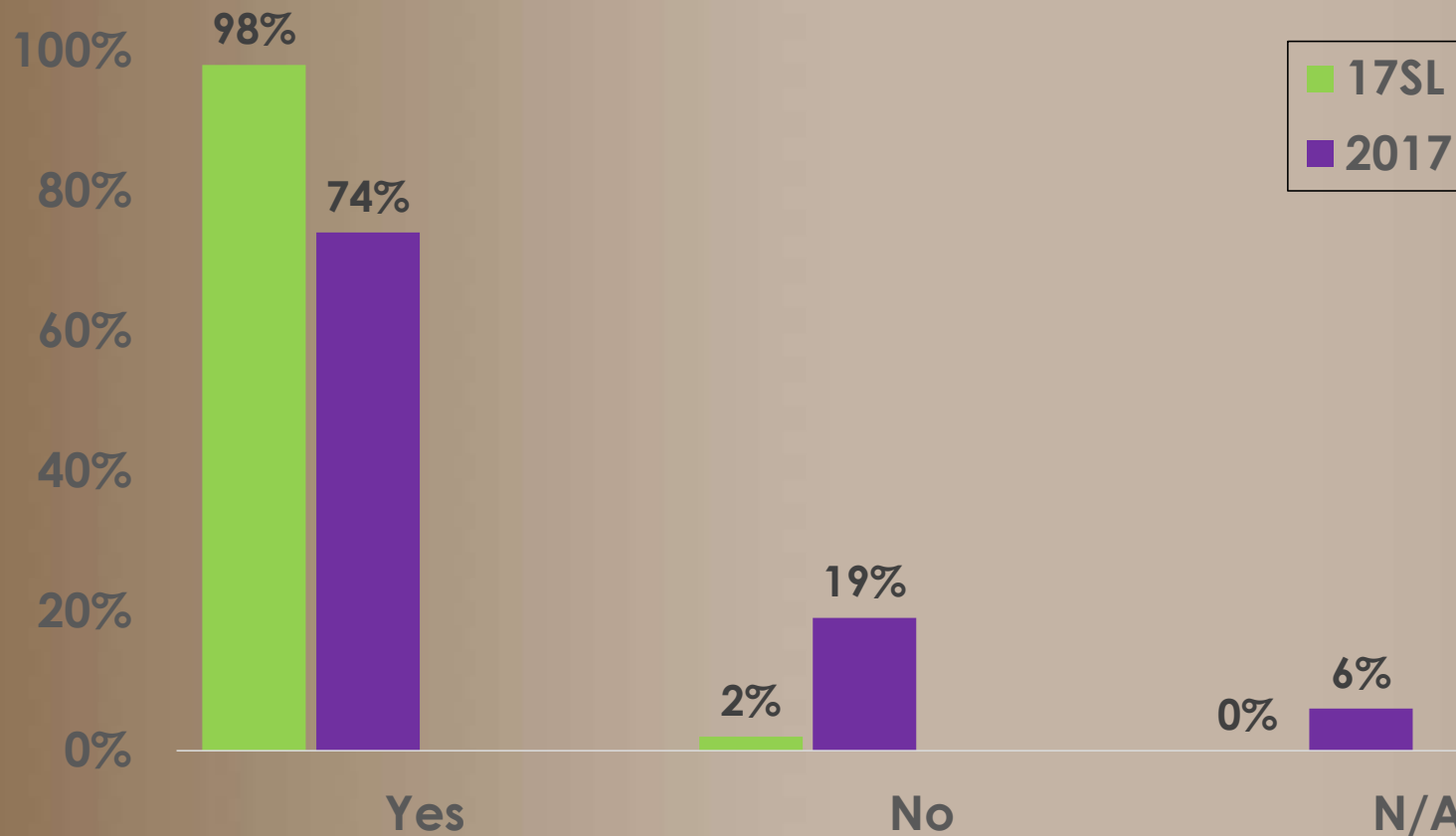
# Outcomes



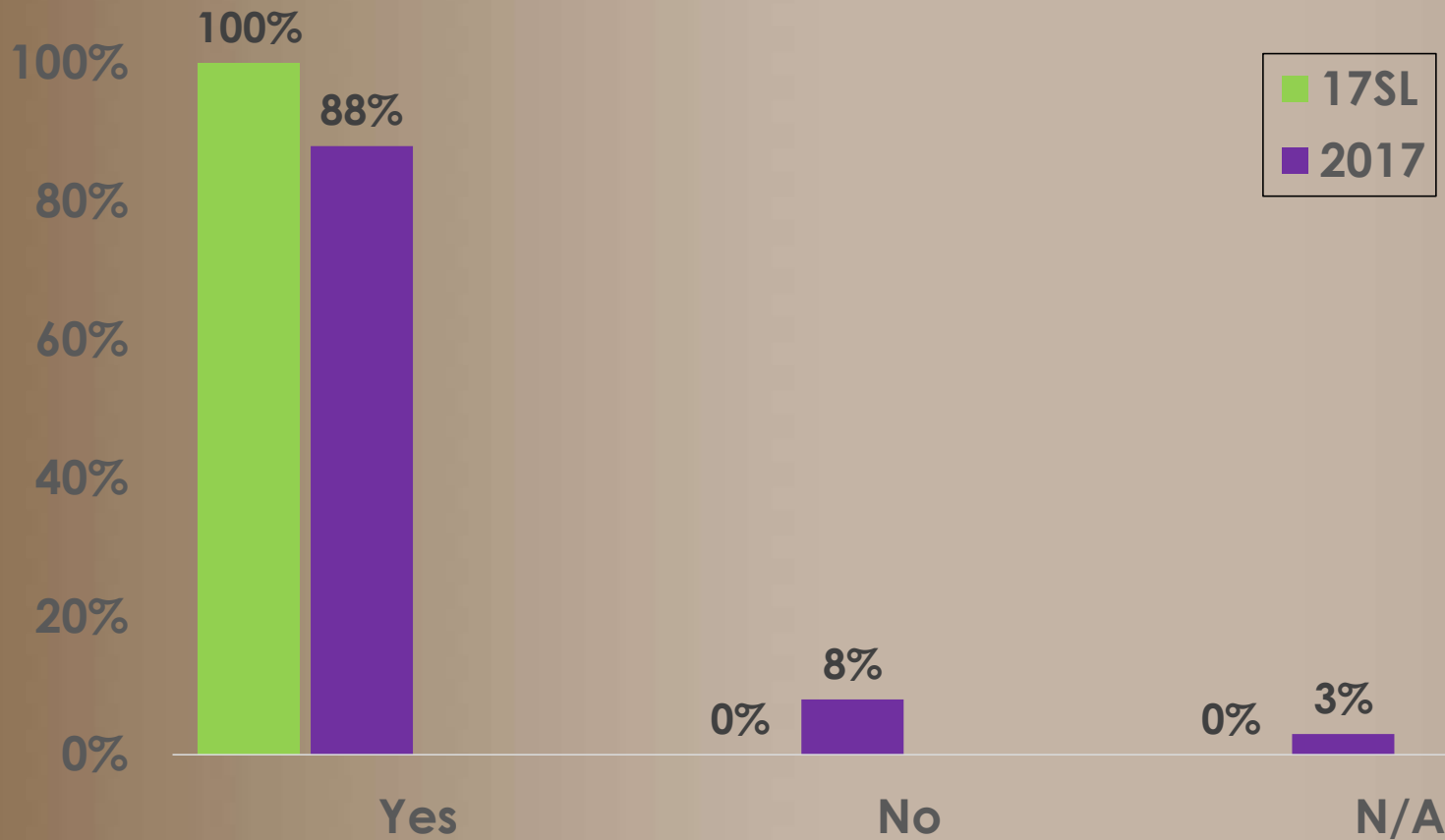
# Do People other than staff take you places?



# Do you have friends who are not paid staff?

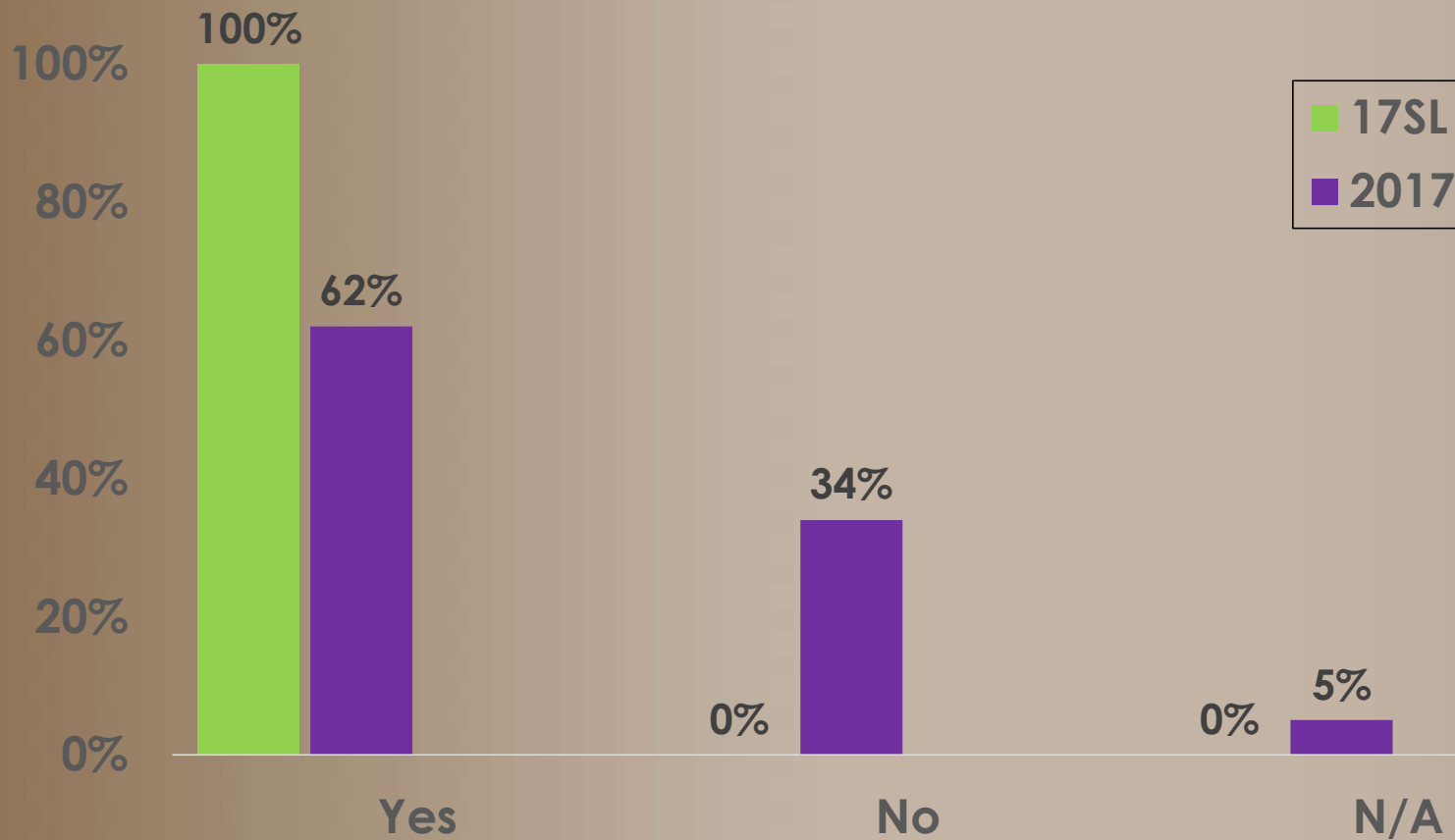


# Do you like where you are living?

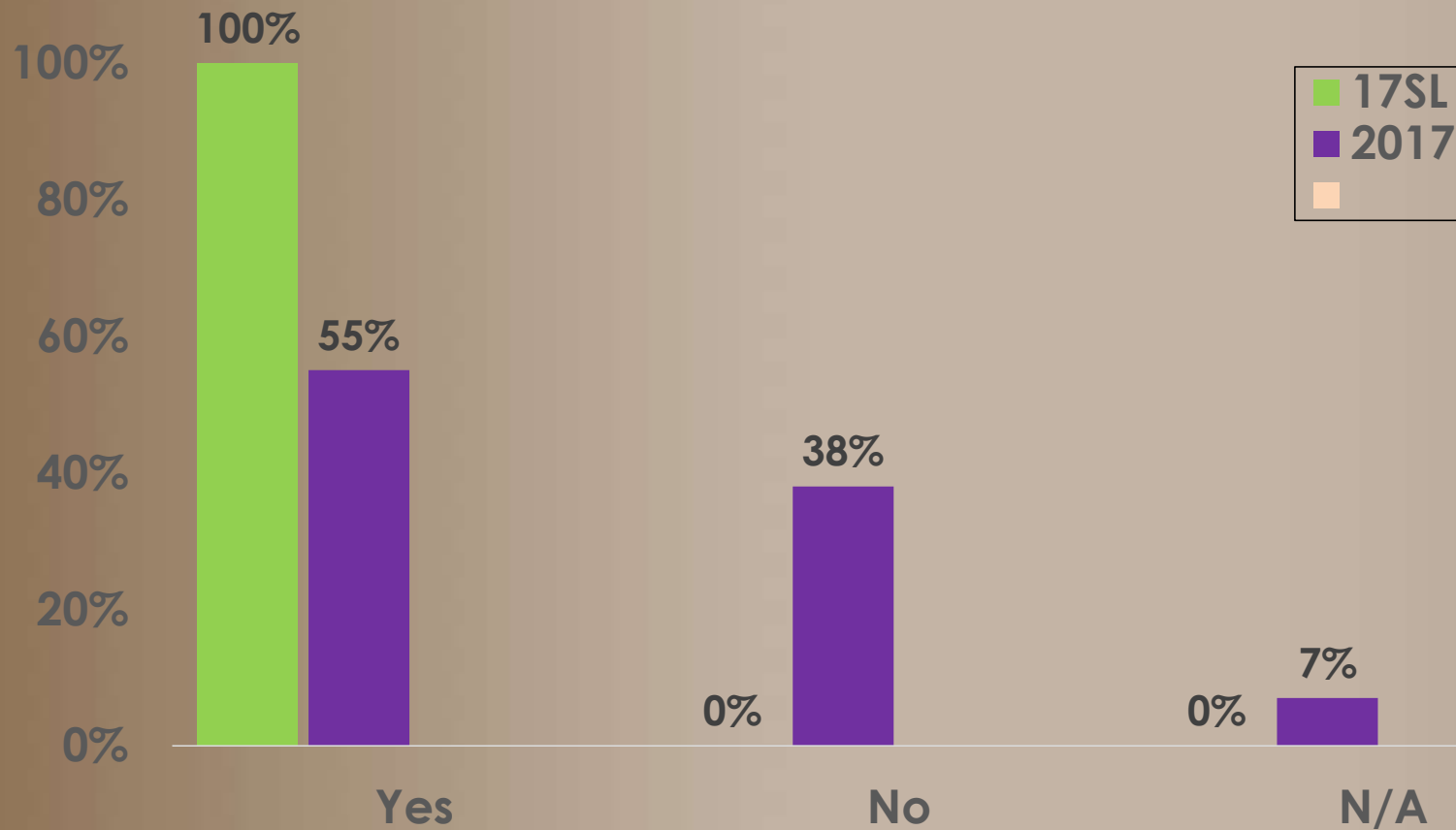





# Do you get to pick who you live with?



# Do you know your neighbors?





Whatever you vividly imagine, ardently  
desire, sincerely believe and  
enthusiastically act upon..must  
inevitably come to pass.

By: Paul Meyer